

Questions and Answers
Solid Waste Collection Request for Proposals
Job #01-17-PW
February 10, 2017

	Section	Hauler	Question	Response	Action
1	RFP §1.3.2 Alternatives and Form 2: Price Proposal	Waste Management	<p>Please provide additional information for the Contractor Billing alternative:</p> <ol style="list-style-type: none"> Will the City assume the cost of sending the customers to collection and collecting past due amounts in addition to the write-off of the amounts owed? Would we be required to bill on the bi-monthly basis currently in effect or can we bill quarterly for residential and monthly for commercial which is our standard practice? 	<p>1. The City currently passes all costs relating to charges when an account is turned into collections on to the customer. The City would approve of any charges written off of accounts. This could be something as small as a yard waste extra, or as large as several months of service billed incorrectly. The responsibility for the collection and enforcement would be specified in the contract and would be dependent on the structure of the billing and the Cities access to and tracking of delinquencies.</p> <p>2. The City’s preference would be to bill bi-monthly as the customers are used to the current system, and keeping it this way would minimize any confusion. However, proponents may note a contract exception in their proposals and identify any potential savings by billing quarterly versus bimonthly.</p>	None.
2	RFP Appendix C Form 2A	Waste Management	Form 2a does not appear to mention the food mini-can option for residential compostables collection. Where would you like us to provide that rate?	The cost of the food mini-can option is to be embedded in the rates as with the default 96 gallon compostables cart. If requested, the mini-can will be provided to the customer in lieu of the default 96 gallon compostable cart.	None.
3	RFP Appendix C Form 2A	Waste Management	The rate for “Event Services” listed on Form 2a only specifies carts. Was this intentional? Does the City want to establish “Event Services” pricing for detachable or drop box containers or would the standard “Temporary Container” rates apply?	Yes. Each cart event services package includes a garbage, recycling, and compost cart and the delivery and service thereof. Event pricing for the hauling and rental of detachable or drop box containers or individual commercial organics carts should be charged to customers at the Temporary Hauling, Rental, and Delivery and Commercial Compostable Service rates in Form 2.	None.
4	Contract §3.1.14.2 Detachables Containers and Drop Boxes	Waste Management	<p>Incongruent section reference.</p> <p>Should the reference to “Section 3.1.15” in final paragraph be updated to read “Section 3.1.14.” Please update or clarify as needed.</p>	Contract language will be updated.	Contract language will be revised to change reference to §3.1.14.
5	Contract §3.1.14.3 Ownership	Waste Management	The second paragraph references that drop boxes and detachable containers held in reserve at Contractor’s yard and not actively in service and are excluded from reverting to city ownership at end of contract. Please confirm that carts not actively in service are excluded too	The exclusion will refer to all defined Containers.	Contract language will be revised to reference “Containers” instead of specific container types.
6	Contract §3.1.14.3 Ownership	Waste Management	<p>Incongruent section reference.</p> <p>Should the reference to “Section 3.1.15.3” in final paragraph be updated to read “Section 3.1.14.3”?</p>	Contract language will be updated.	Contract language will be revised to change reference to §3.1.14.3

7	Contract §3.2.9 Special Event Services	Waste Management	Are proponents to assume when this section is talking about rates in Attachment B for containers at events, it is referencing the “Event Services” rate for carts and “Temporary Container” rates for detachable containers and drop box containers? Please confirm.	Yes.	None.
8	Contract §3.2.10 City Services	Waste Management	Please clarify revisions found in the paragraph that discusses level of service for City facilities and parks. We believe it is supposed to say “provided collection at no additional cost.” Please confirm or clarify.	Revision error.	Contract language will be corrected to read: “Municipal facilities added during the term of the Contract shall be <i>provided</i> collection <i>at no additional cost.</i> ”
9	Contract §3.2.11 Community Events	Waste Management	We appreciate the additional language added to this section that establishes a cap on the number of City-sponsored events that could be provided free service each year (6 events). However, we noticed you removed the event names that were previously listed in the industry review draft. Without knowing the specific events it is difficult to establish pricing and cost impact. Would the City be willing to re-list the names of the 6 events that would receive free service each year to better define expectations? Additional language about changing the list of events, at City’s discretion, could also be added to allow for changes over the course of the contract.	The specific events were deleted since some of the events listed were not City or City-sponsored events. City or City-sponsored events held may vary from year-to-year so it’s difficult to predict which events will be held and consequently the solid waste service levels required. The City does not expect demand for service to increase from what has been provided in the past.	None.
10	Contract §3.2.11 Community Events	Waste Management	Are proponents to assume when this section is talking about rates in Attachment B for containers at events, it is referencing the “Event Services” rate for carts and “Temporary Container” rates for detachable containers and drop box containers? Please confirm.	Yes. Please see Comment 3.	None.
11	Contract §3.3.1 General Customer Service	Waste Management	Would City consider revising language around texting capability to read as follows: “Answering Customer telephone calls, chat, emails and/or text requests.”	Proposed revision accepted.	Contract §3.3.1 General Customer Service will be revised to read “Answering Customer telephone calls, chat, emails and/or text requests.”
12	Contract §3.3.2 Specific Customer Service Requirements	Waste Management	Would City consider 9:00 am to 1:00 pm customer service hours on Saturday?	No.	None
13	Contract §3.3.4.2 Annual Reports	Waste Management	Final bullet mentions the summary of “Customer usage of the annual curbside cleanup program.” Can you please clarify what this program is and if it is relevant data for Kirkland’s annual report?	This language was included in error.	This text will be deleted.
14	Contract §4.2.3 Changes in Disposal or Compostables Processing Sites	Waste Management	How does the City interpret and intend to apply Section 4.2.3 in light of King County’s expressed desire to close Houghton Transfer Station in 2018 for the demand management pilot and beyond.	Please see revised Contract §4.2.3, RFP §1.3.2, and Form 2	Contract §4.2.3, RFP §1.3.2, and Form 2 revised.
15	Contract §4.2.3 Changes in Disposal of Compostables Processing Sites	Waste Management	If King County closes Houghton after all bids are submitted (and prior to start of this contract) please confirm the Contractor will be entitled to utilize adjustment allowances to pass through any increased costs.	Please see Question 14.	N/A
16	Contract §4.2.3 Changes in Disposal of Compostables Processing Sites	Waste Management	If Contractor is allowed to utilize adjustment allowances, please clarify City’s preferred approach since paragraph 1 and 2 of this section appear somewhat incongruent. We recommend the City delete the second paragraph altogether (which incorrectly refers to the WM – Sno-King tariff; it is now under the name WM – North Sound) since the most likely alternative garbage disposal site is not located in excess of 10 miles from Houghton?	Please see Question 14.	N/A

17	Attachment C: Recyclables List	Waste Management	<p>Under the “Limitations” header on the Recyclables List, would the City consider revising language for call-in service to read as follows:</p> <p>“Call at least 24-hours or one business day before regular collection day to schedule pick up”?</p> <p>We feel this language is more clear for customers with a Monday service day.</p>	Yes.	Contract language will be revised to reflect this suggestion.
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